

My complaint is against Charter Comm. Our home office is in Dalton, GA. Just a month ago I signed up for a \$99.95 monthly package. Which states on my bill that I'm suppose to receive all TV channels plus DLS for this amount. Now Charter is telling me that the Stars/Encores channels have been removed from this package unless I want to pay an additional 12.95 a month. I told them if they take something out of my package they need to lower the price. They said NO. This is a rip off to the consumer and something needs to be done about it. It's not right for a company to promise you something just to get you to sign up and then give you less service that you are paying for. PLEASE HELP IN THIS MATTER.

Thanks,

Ronald Bates